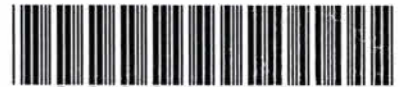


ORIGINAL

Arizona Corporation Commission
Utilities Complaint Form

0000180352

Investigator: Roxanne Best

Phone: <<< REDACTED >>>

Opinion Date: 6/9/2017

Opinion Number: 2017 - 141057

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 6/9/2017 11:55 AM

First Name: Janet

Last Name: Sterne

Account Name: Janet Sterne

Address: <<< REDACTED >>>

City: Surprise

State: AZ

Zip Code: 85374

Company: Arizona Public Service Company

Division: Electric

Nature Of Opinion

Docket Number: E-01345A-16-0123

Docket Position: Against

Ms. Sterne is upset that with the recent changes in billing that APS has done she can no longer make advance payments. She cannot choose her bill date anymore either. She was always due on the 21st before. Two months ago it was the 23rd, then the 22nd and this months is back to the 21st.

Then she got an email stating Memorial Day would be a 'free day', but got an email rescinding the offer.

APS does not deserve an increase. Where does all the money come from when Commissioners are running for office? They need to be forthcoming with their funding.

		Investigation	
Date:	Analyst:	Submitted By:	Type:
6/9/2017	Roxanne Best	Telephone	Investigation
Comments noted for record and docketed. Closed.			

Arizona Corporation Commission

DOCKETED

JUN 09 2017

DOCKETED BY

RECEIVED
AZ CORP COMMISSION
DOCKET CONTROL
2017 JUN -9 P 3:34